

Donations Hub Stock Assistant (Full Time)

We're looking for enthusiastic, reliable people to join our team and help us deliver our mission to Save Sight. Change Lives. As a Stock Assistant in our Donations Hub, you'll play an important role behind the scenes, helping our retail shops run smoothly and making a real difference every day.

No matter your background, if you're organised, motivated, and enjoy working as part of a supportive team, we'd love to hear from you. Bring your positivity and energy, and we'll provide the training, encouragement, and opportunities to help you grow and thrive in a rewarding retail career.

About our mission...

Imagine being told that you, or someone you love, is losing their sight. In that moment, two profound questions demand urgent answers:

- Can this be stopped?
- How will I live my life?

Currently, research into preventing and treating sight loss is chronically underfunded, receiving a mere 1.2% of publicly funded health research grants: people who are blind or vision impaired are three times more likely to experience loneliness and isolation than the general population.

We find and fund the brilliant minds and bright ideas that put change in sight. Our researchers are at the forefront, making breakthroughs and discoveries that will prevent, treat and cure eye disease. The partnerships we build and initiatives we support are changing life for blind and vision impaired people.

We are Fight for Sight: we won't stop until we: **Save Sight. Change Lives.**

We have a clear ambition and have the support of well-respected and highly engaged ambassadors. We are now looking for experienced, committed, and creative individuals to join our dynamic team to help realise a new five-year growth strategy. **If you want to be part of something impactful, we'd love to hear from you.**

Responsible to

Assistant Donations Hub Manager

Direct reports

Responsible for volunteers in the absence of the Assistant Donations hub Manager

Working hours and contract

35h per week across a flexible seven-day rota

Salary

Up to £23,132 per annum

Location

Donations Hub

How to Apply

Please submit your CV and a covering letter to: recruitment@fightforsight.org.uk with subject header –Stock Assistant.

Your covering letter should include a supporting statement (max two pages) comprising why you think you are an ideal candidate for the role, what applicable experience you'll bring and why you want to work for Fight for Sight?

Closing date for applications: Rolling

Early applications are encouraged. We will be interviewing on a rolling basis; therefore, we will close the vacancy as soon as we have found the right candidate.

Important note: All applicants must have the Right to Work in the UK.

Unfortunately, we do not have a sponsoring license for non-UK employees which means that if you do not have a current, valid UK working permit, please do not apply, as we will not be able to consider your application.

Purpose of Role

The Stock Assistant is responsible for supporting the efficient day-to-day operation of the Donations Hub, ensuring stock and donations are received, processed, organised, and distributed effectively across the retail estate.

The role plays a key part in maximising income generation by ensuring stock from multiple income streams is processed accurately and in a timely manner, with sellable items allocated appropriately to shops and non-sellable stock separated for rag or waste disposal.

The postholder will support warehouse operations by maintaining high standards of organisation, stock control, housekeeping, and health and safety, while also providing excellent service to donors and supporters making donations directly to the warehouse.

The role requires a proactive and hands-on approach, strong teamwork, good judgement, and the ability to support the smooth running of the Donations Hub.

Stock Processing and Allocation

- Receive, unload, and process stock and donations from multiple income streams in a safe and timely manner.
- Sort community donations into sellable stock, rag, and waste in line with operational guidelines.
- Organise sellable stock by department and category to support efficient allocation and distribution.
- Prepare and allocate stock to shops using pick lists and allocation sheets.
- Ensure stock is processed and dispatched within agreed operational timelines.
- Label and process Gift Aid stock accurately to ensure eligible income is captured through the Gift Aid scheme.
- Maintain accurate stock handling and movement processes.
- Support effective stock rotation and storage within the warehouse.
- Identify high-value or specialist items for the eCommerce team.
- Assist with loading and unloading vehicles where necessary.

Warehouse Operations

- Support the smooth day-to-day running of the warehouse operation.
- Maintain clean, safe, and organised warehouse and storage areas at all times.
- Ensure stock areas are clearly organised and accessible.
- Follow warehouse processes, procedures, and operational guidelines consistently.
- Support efficient movement and distribution of stock across the retail estate.
- Assist with waste management and recycling processes in line with organisational procedures.
- Use warehouse equipment and systems safely and correctly.
- Report maintenance issues, operational concerns, or stock discrepancies promptly.
- Support stock counts and other warehouse administration tasks where required.

Health and Safety

- Take responsibility for maintaining high standards of health and safety within the warehouse environment.
- Follow manual handling procedures and safe working practices at all times.
- Ensure walkways, fire exits, and working areas remain clear and safe.
- Use personal protective equipment (PPE) where required.
- Report accidents, incidents, hazards, or near misses promptly in line with procedures.
- Support compliance with all organisational health and safety policies and procedures.
- Promote a safe and positive working environment for colleagues, volunteers, and visitors.

Customer and Donor Support

- Provide a welcoming and helpful experience for supporters making donations directly to the warehouse.
- Assist with unloading and receiving community donations safely and professionally.
- Promote Gift Aid confidently and accurately where appropriate.

- Represent Fight for Sight positively and professionally at all times.
- Support positive relationships with donors, volunteers, and colleagues.
- Assist with Carboot Partnerships to ensure the effective collection and processing of stock.

Teamwork and Values

- Work collaboratively with warehouse, retail, and volunteer teams to support operational priorities.
- Provide day-to-day guidance, encouragement, and support to volunteers and team members.
- Help ensure volunteers receive appropriate induction, training, and development opportunities.
- Promote a respectful, welcoming, and supportive working environment where everyone feels valued.
- Support effective communication across the Donations Hub team.
- Lead by example, demonstrating integrity, accountability, and Fight for Sight values.
- Demonstrate reliability, flexibility, and a positive attitude in a fast-paced environment.
- Support a respectful, inclusive, and team-focused culture.

Flexibility

The role description is a general outline of duties and responsibilities and may be amended as we grow. The post holder may be required to undertake other duties as may be reasonably required from time to time.

Employee benefits

We value our staff and volunteers and want to make sure that they are supported in their work. Other benefits we also offer are:

- A great team and a supportive culture
- Employer pension contributions matching up to 10%, and death in service cover
- Generous parental leave
- Flexible/hybrid working options
- Apprenticeships scheme, study leave and financial support for training & development

- Cycle to work scheme, eye test vouchers, and a staff loan scheme, access to an Employee Assistance Program
- An active Social Committee and staff events

Accessibility

We believe in fostering an inclusive environment where all individuals, regardless of their abilities or circumstances, feel supported and valued. If you have any accessibility requirements or specific needs that you would like us to accommodate during the application process, please let us know. If you are unfamiliar with MS Teams and would like to familiarise yourself with the platform before the interview, we are more than happy to arrange a tech run-through to ensure your comfort and confidence.

Equal opportunities, diversity & inclusion

Don't meet every single requirement? At Fight for Sight we are dedicated to building a diverse and inclusive workforce, so if you're excited about this role but your past experience doesn't align perfectly with every item in the job description, we encourage you to apply anyway. You may be just the right candidate for this or other roles that we have.

We have an inclusive and accessible recruitment process, including any adjustments required to support people from diverse community groups.

Other information

We draw your attention to some important policies that govern the research that our charity funds. You can find these [here](#).